





Customer Satisfaction is Possible!

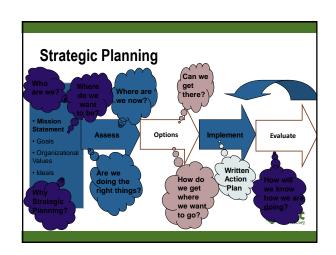
- Know what your customers expect:
 - · Service, water quality, and rates
- Set goals to meet these expectations
- · Help customers understand the value
- Feedback
 - Gather, Review, ACT



Build your Relationship with your Board!

- TALK! You are partners!
- Tell them what is good with your system Don't sugar coat things.
- Tell them what needs to be fixed.
- Don't tell them just what they want to hear – tell them the truth!





4 Core Principles of Public Service

- 1. Seek no favor
- 2. Build trust through transparency and honesty
- 3. Treat all equitably
- 4. Build great communities through good stewardship



Leadership Responsibility

- > Set the tone for the organization:
- Champion ethical behavior
- Accept responsibility for mistakes
- Encourage people to ask for advice when they are unsure
- Acknowledge that you seek advice, too
- Appearances count! avoid appearance of impropriety



Rapid Rural Assessment

- · Quick and inexpensive
- Obtain broad community perspective
- · Observation and interview
- Minimize questions
- · Be strategic



Disconnected Decision Makers





Spice of Public Participation









Customer Satisfaction is Possible!

- · Know what your customers expect:
 - · Service, water quality, and rates
- Set goals to meet these expectations
- Help customers understand the value
- Feedback
 - · Gather, Review, ACT



Thank You!

- RosAnna Noval
 - 503-308-0207
 - rnoval@rcac.org
- Dan Bannier
 - 360-863-2419
 - dbannier@rcac.org



